Health Care Reengineering (HCR) Fact File:

What is the Tool?

The HCR (Health Care Reengineering) web-site is an important element of the MHS Health Care Reengineering Process.. The web page serves as a method of linking people to ideas. It provides an **Electronic Library**. The main function is to spread the word about the reengineering projects in the Military Health System (MHS) and beyond. Reengineering projects are presented as Initiatives and Innovations. Initiatives/Innovations come from all the services within DoD, the Veteran Hospital system, and the civilian medical community. You are given the opportunity to learn more about topics related to reengineering. The web site provides the **HCR Process Guide** for those interested in starting a reengineering project but need some guidance. It is a simple five-step process with periodic approval/feedback points and incorporates pertinent questions for you to consider during each step. There are **Hot Links** to other web sites offering "how-to" reengineering assistance. A periodic electronic publication offers the latest MHS reengineering information. Access to the publication can be gained by going directly to the web page and following the instructions provided.

Why is the tool useful for Optimization and Population Health Improvement?

The HCR web page provides TMA/MHS with an excellent reengineering tool. This tool will assist in the establishment and maintenance of a health care system that delivers the most effective and efficient medical care available. It allows easy access to Initiatives/Innovations that are proven improvement opportunities. Utilization will provide assistance with the HCR Process.

Who needs the tool?

This tool is useful at all levels within the MHS organization, from the commander of the MHS Organization to corpsman/corpsperson, military and civilian. There is value in learning from those that have already been through similar changes. "Benchmarking" incorporates the principles of identifying who is already doing this/who is doing it better. Access to lessons learned, pitfalls, and adverse effects can be found in the Initiatives/Innovations.

How will the tool be used to support the answers to the question of "why"?

Improvement opportunities are identified from within and outside the MHS. They provide guidance, assist in the implementation of change, and the sharing of knowledge. This will help to eliminate a duplication of effort and result in a conservation of resources (Optimization).

What is the proper **use** of this tool?

This tool is useful as a resource to assist with medical treatment facilities' reengineering processes. To choose the most efficient way of implementing changes necessitated by Automation, Readiness, Competitive Sourcing, Medical Technology, Resources, and Other Processes. Similar efforts are taking place in other MTF's Regions, Services, Civilian Health Care, and other non-health care environs. Among the Initiatives and Innovations, one may find methods of evaluating the impact of specific modification/changes in business practices.

Who **manages** the tool at the local level?

The HCR web page is officially managed at TMA in accordance with rules and regulations set forth by TMA governing DoD sponsored web sites. However, the HCR is very much a user supported website. Your contributions such as local initiatives, and lessons learned are vital to enhancing the utility of this resource.